



**Administrative, Secretarial and Data Entry Services  
Contract Number: EGE-C-000-02-00001-00**

## **BIANNUAL REPORT**

**(April 29, 2002 – October 31, 2002)**

**Submitted by:**

**Belindia S. Hicks, Project Manager**

**Prepared for**



**The U.S. Agency for International Development  
Bureau for Economic Growth, Agriculture and Trade**

*Office of Energy and Information Technology  
Office of Environment and Science Policy  
Office of Natural Resources Management  
Office of Urban Programs*

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**December 2002**

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**The views expressed and opinions contained in the report are those of the authors' and are not intended as statements of policy of either USAID or the authors' company.**

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# **I. INTRODUCTION**

Triumph Technologies, Inc. Company Profile

Triumph Technologies, Inc. is a minority, women-owned, disabled veteran, SBA 8(a) certified small business providing program management, information technology and security operations services to government and private industry. Experiencing continued growth since we opened our doors in 1988, Triumph has established a solid reputation for delivering world class systems and value-added solutions on schedule and within budget.

We strive to consistently exceed our customer's expectations. Our staff of over 150 professionals, empowered by an outstanding management team, exhibits a relentless commitment to quality. Always customer-focused, they are knowledgeable and responsive and never lose sight of project goals. Triumph employees among the best in the field are your partners in success.

Our list of satisfied customers – just to mention a few include:

- Bureau of the Census Library
- Center for Mental Health Services
- Center for Substance Abuse Treatment
- Defense Information Systems Agency
- Federal Emergency Management Agency
- National Archives and Records Administration
- National Center on Child Abuse and Neglect
- National Science Foundation
- U.S. Agency for International Development
- U.S. Department of State
- U.S. Equal Employment Opportunity Commission
- U.S. National Library of Medicine

Triumph professionals possess over a hundred years of cumulative managerial experience in

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program management, information technology and security services.

We offer a full range of program management support. Our program managers specialize in records management, event planning and conference management, training and education, marketing and publications development.

Utilizing innovative and emerging technologies, Triumph helps organizations develop and implement Information Technology (IT) strategies. Areas of IT concentration include systems services, network support, library services and technical customer support.

Triumph provides comprehensive security services to ensure facilities, people and systems are protected. Our security services division encompasses technical support and facilities management.



## **II. BACKGROUND**

Triumph Technologies Inc. was awarded a four-year, cost-plus fixed-fee contract with the U.S. Agency for International Development (USAID). The purpose of this contract is to provide Administrative, Secretarial and Data Entry Services to the Bureau for Economic Growth, Agriculture and Trade, Center for Environment (EGAT/ENV) in the areas of environment, energy, and urban programs. Such services will assist EGAT/ENV in the implementation, monitoring, and evaluation of the bureau's activities and programs. The period of performance for this contract is April 29, 2002 through April 28, 2006.

During 2001, USAID underwent a reorganization process to streamline the way the Agency does business, promote sound information sharing and to reduce redundancies in staffing. As a part of the reorganization, the EGAT Bureau was established as one of the Agency's three new Pillar Bureaus. The Pillar Bureaus are the locus of technical leadership for the Agency. Their primary function is to provide technical advice and support to the Agency Regional Bureaus and Field Missions, as well as, to the Bureau for Policy and Program Coordination (PPC) and other operational offices.

EGAT/ENV requires administrative and secretarial support for general operations to the four technical divisions (environmental, energy and urban programs). In order to accomplish the goals set forth, Triumph provides a team of eight (8) staffers -- the two (2) Senior Administrative Assistants and six (6) Administrative Assistants (See Figures 1 & 2). The eight staff members are on government sight which is physically located at USAID in the Ronald Reagan Building, 1300 Pennsylvania Avenue, N.W., RRB 3.08-B, Washington, DC 20523-3800. The office of EGAT/ENV is providing office space and equipment for the following staff members listed in Figure 2. All members are employed with Triumph Technologies, Inc. and maintain an active USAID secret security clearance.

The USAID Cognizant Technical Officer (CTO), for this contract is Deborah M. Hickey. Ms. Hickey is located at 1300 Pennsylvania Avenue, N.W., RRB 3.09-45, Washington, DC 20523 and can be reached on (202) 712-0061. Figure 3 & 4 illustrates the level of technical direction.

Technical Directions is defined in Section G.3 of the contract.

Figures 5 & 6 illustrate EGAT's old and new structure for the EGAT Bureau.

Figure 1

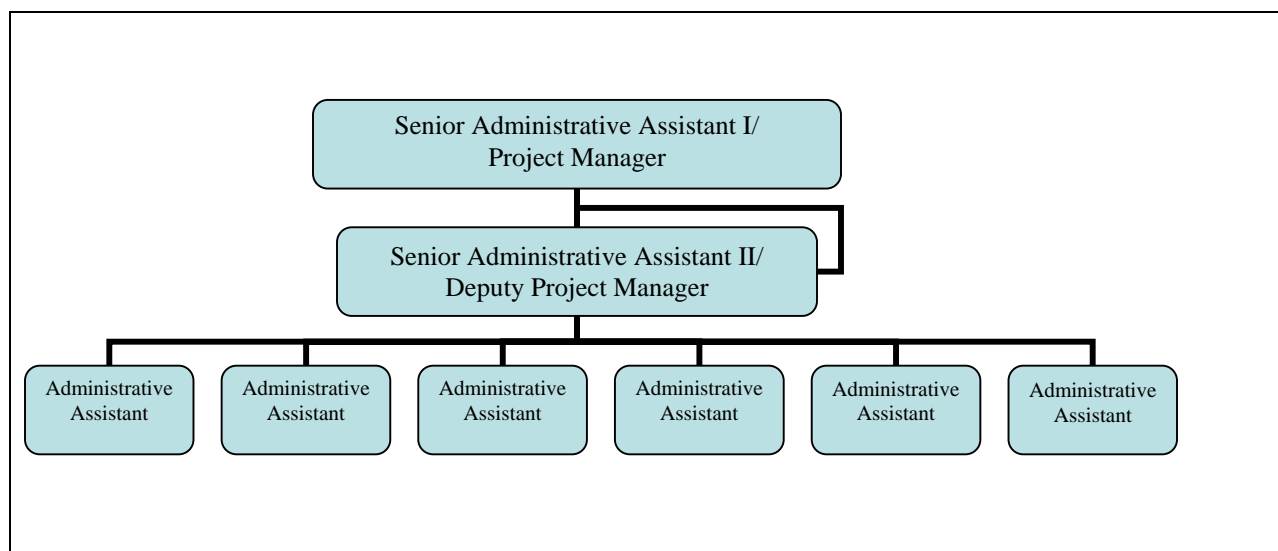
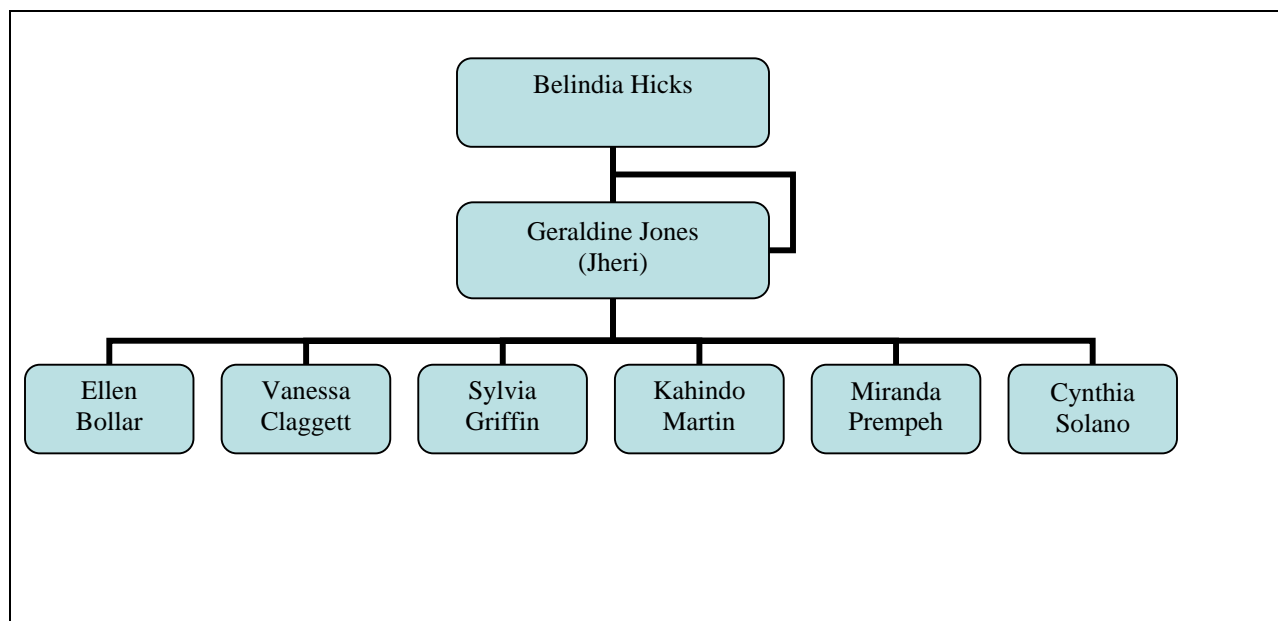
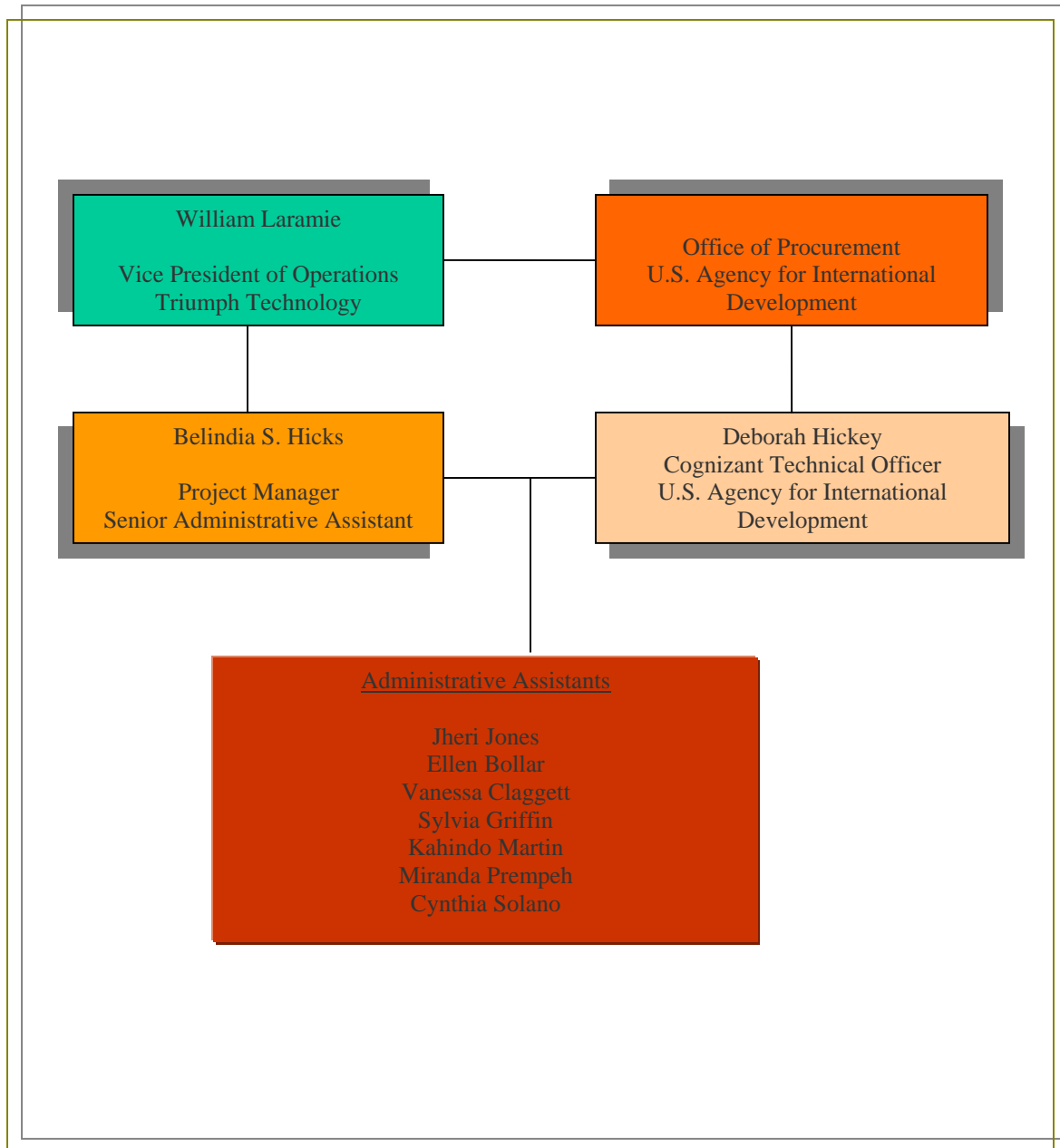
**Project and Management Organization Positions**

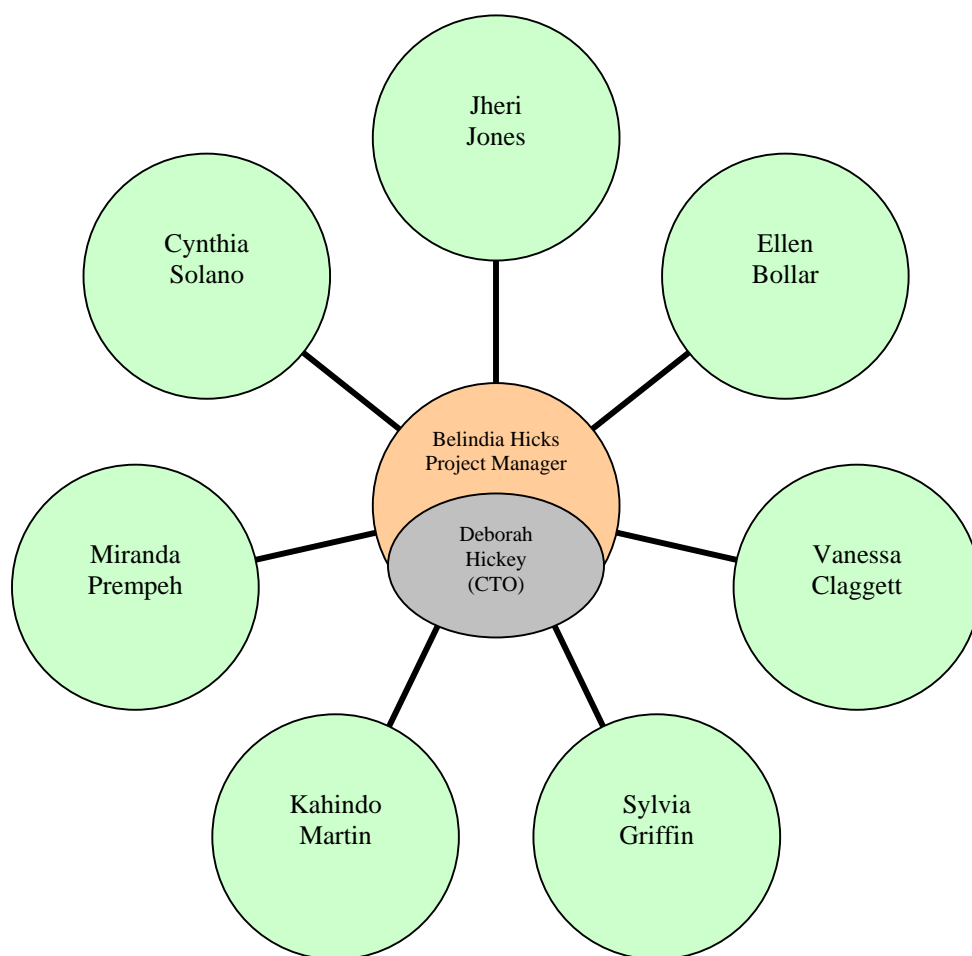
Figure 2

**Project and Management Organization Personnel**

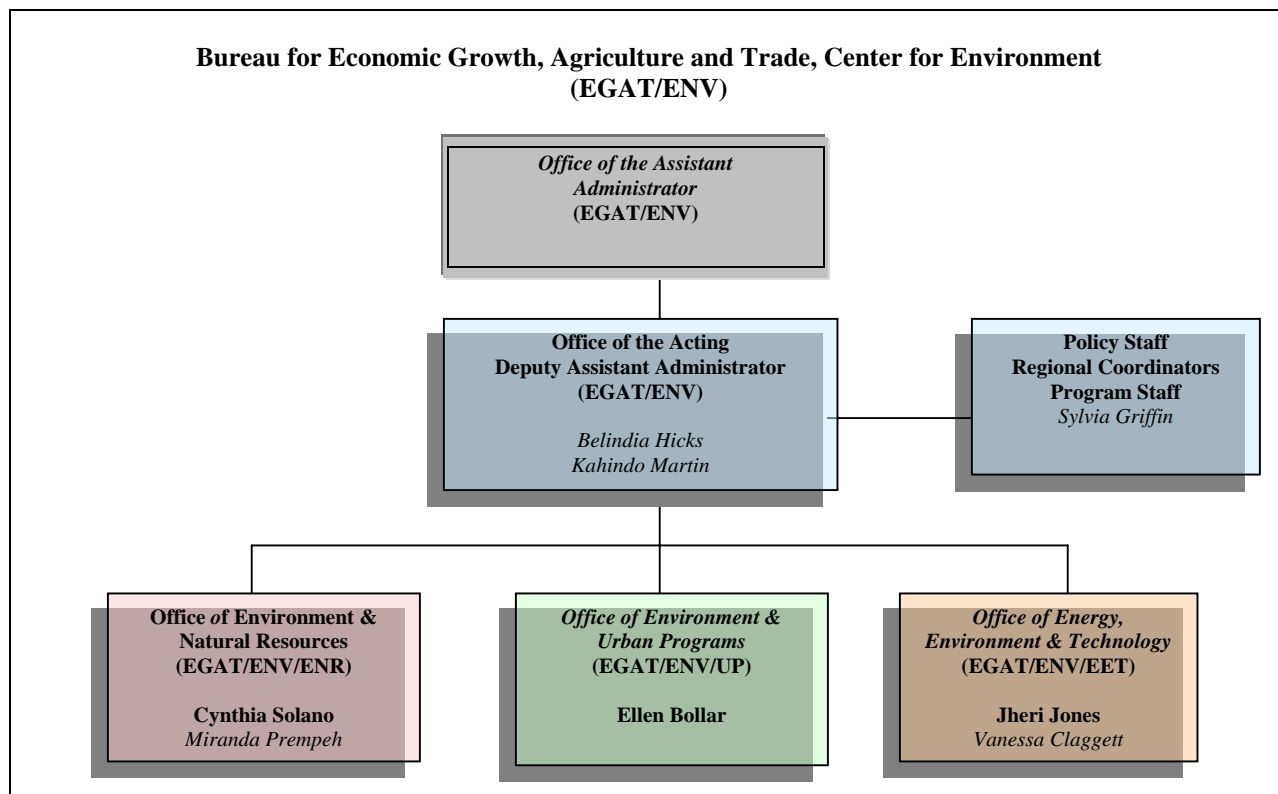
**Figure 3**  
**Contract Technical Direction**



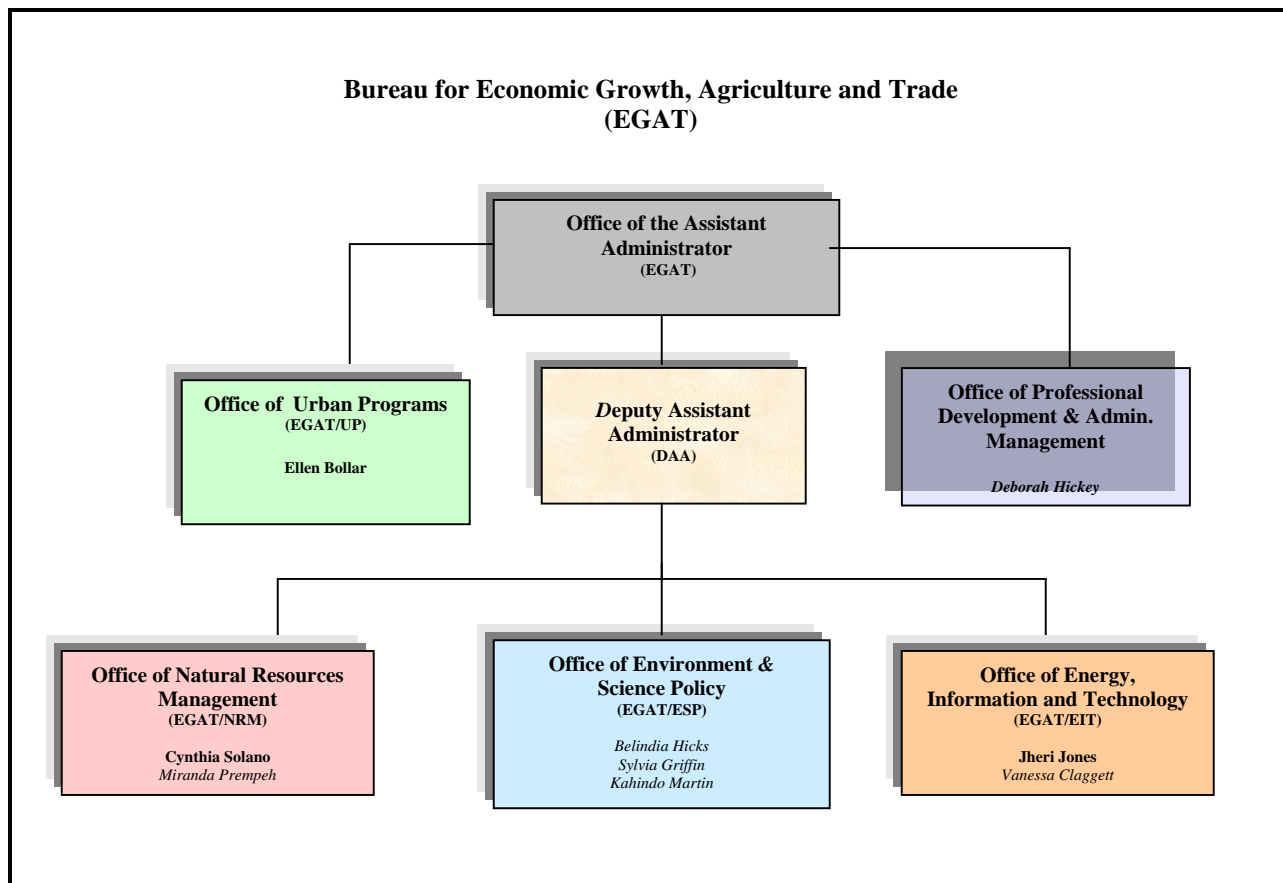
**Figure 4**  
**On-site Technical Direction**



**Figure 5**  
**Contract Reporting Structure - Before the Reorganization**



**Figure 6:**  
**Contract Reporting Structure - After the Reorganization**



Effective October 2002



## **III. PERFORMANCE**

Triumph has provided administrative, logistical, and program support to EGAT/ENV. The objectives for providing these services are to assist the General Operations Division to function smoothly and fill critical shortages. The strength of Triumph's support will augment and enhance EGAT/ENV's ability to plan, manage, and operate its divisions. Under the direction of the Administrative Assistant I Supervisor, the Triumph Team will coordinate resources for an effective distribution of the workload.

Key components of support for General Operations are facilitating travel requirements, meeting planning and coordination, report preparation, records management, research requirements, data entry, maintenance of mailing lists, coordination liaison for USAID/W and the field missions, design of an orientation manual.

### **Travel**

As a result of Triumph's experience working at USAID, we thoroughly understand the requirements for processing travel for technical divisions and general operations. With EGAT Bureau established, as one of the three Pillar Bureaus, extending technical leadership throughout the Agency, travel support is a crucial element for this office. With full knowledge of the wide variety of timely and sensitive requirements involving project officer travel, it is imperative to have individuals with the requisite knowledge and experience available to assist the project officers in all travel requirements.

The Administrative Assistants has coordinated with the Office Directors and Team leaders to ensure all approved travel from the EGAT/ENV Travel Plan. Triumph work effectively with USAID/Washington, Regional Bureau, Desk Officers and the Field Missions personnel to ensure timely processing of all country clearance/email clearance requests. We have been vigilant in placing follow-up calls to ensure that the necessary clearance approvals are obtained. Visa requests were handled in the same expeditious manner, when necessary. The staff has processed travel orders using Travel Manager and provided follow-up with USAID Administrative

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Services, Travel and Transportation Division (M/AS/TT) and USAID's Travel Agent (SATO Travel). Due to the nature of the work performed, there were numerous occasions when travel arrangement was changed and adjustments to schedules were implemented. Our Team remained abreast of all changes to travel regulations, and distributed pertinent information office-wide. Triumph fully understands the processes and acted as an effective liaison, facilitating communication between project officers, and others offices to ensure accurate, responsive, on time processing of all travel.

The following documents and software applications was processed from the EGAT/ENV approved travel plan:

- Software Travel Manager -- the on-line computer system, to prepare travel authorizations, vouchers, local travel requests, amendments and obtain all necessary clearances.
- For international travel, MS Word Office Suite and/or Microsoft Outlook were used to prepare and process request for country clearance cables. All cables requiring country clearance was cleared by the appropriate desk officer for that country/city (USAID or State Department) prior to sending telegrams to the cable room.
- Passports and Visas were updated and processed accordingly.
- Ensured that travel authorization were delivered to M/AS/TT travel office on a timely manner and originals, passports, visas, and airline tickets were delivered to the appropriate traveler upon completion of proper documentation.
- Obtained and distributed to EGAT/ENV staff via e-mail/hardcopy changes of all travel rules and regulations.

## **Meeting Planning and Coordination**

The administrative support coordinated with each division to the essential part of the success of a meeting is the planning involved in it. When requested, the staff prepared and assisted with the following:

- Agenda Design;
- Coordinate (in advance) with the respective office to reserve a conference room to accommodate the audience;
- Record minutes and prepare for distribution;
- Escort guests;
- Provide expertise in the knowledge of equipment operation and execute; and
- Prepare audiovisual materials, as necessary.

## **Reports Management**

EGAT/ENV is responsible for generating various reports for the bureau. Triumph provided support to general operations and the three technical divisions in generating weekly reports, time and attendance reports, the calendar of events, directory of services, and a compiled listing of publications. With guidance from the CTO, the Team provided updates to all reports as requested.

## **Data Entry Requirements**

As the Triumph Team provided assistance with numerous reports mentioned previously, a vast amount of the information is compiled through research mechanisms and data entry. With full of knowledge understanding the importance of capturing accurate data, this requirement allowed us to keep pace with changes to USAID and the EGAT/ENV office. The full complement of Triumph staff functioned effectively when providing back-up data entry support for co-workers, and other offices, when necessary.

## **Maintenance of Mailing Lists and Information**

### **Dissemination**

Using the Access database, maintain EGAT/ENV customer and partner mailing list and distribute documents and reports to the list as necessary.

Communication and correspondence are key components for the successful operation of any office. Our Team acted as the liaison between partner organizations and those providing technical assistance to EGAT with getting the information out. Triumph reviewed all incoming address listings to be entered into the database of mailings. Numerous times during the year, mass mailings of information were distributed. The Triumph Team updated the database frequently, ensuring that the specific audience is captured. Our Team stands ready to process all requests for documents and reports and disseminates accordingly.

### **Technical Research**

Under the direction of the Administrative Assistant I Supervisor, a “Request for Services” form was issued to the requestor identifying the nature of the request, a provision for which USAID resource is suitable, and the date requirement is due. Triumph continued to be vigilant in ensuring that an effective research link remained in place utilizing the most efficient option available. Though USAID has outstanding resources available, our team used external options when necessary.

Research technical subject matter by utilizing the USAID resources, websites to include external websites for other agencies, external libraries and other pertinent information.

### **Courier Service**

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Triumph provided courier service in support of EGAT/ENV's general operations and the three technical divisions. Under the direction of the Triumph Administrative Assistant I, courier pick-up and deliveries were made as required by each Triumph administrative assistant in addition to special requests. Our services encompassed USAID offices, the State Department, Embassies, and other locations, locally.

## **Program and Technical Division Reports**

The Team assisted with the administrative preparations of Programs and Technical Divisions reports including but not limited to EGAT/ENV budget tracking and the ENV Offices Monitoring and Reporting System Activity Monitoring Reports. The work included coordination and distribution of information to EGAT/ENV, field missions, M/OP, and other USAID staff.

## **Records Management**

The Team assisted EGAT/ENV staff with proper documentation control practices including but not limited to:

- initial working file preparation;
- proper filing of all working documents and reports into office files;
- tracking the location of office working and official files;
- contractor reports/deliverables; and
- transitioning completed working files into EGAT/ENV project files and destroying non-essential working documents in accordance with USAID directives.

The process included incorporating a database for electronic files for transferal to an electronic directory and/or paper file. Files may be converted to digital images for retirement.

## **Coordination of E-mail, Fax and Telephone Information**

Communications between the EGAT/ENV staff and USAID representative offices and missions was responsive. Critical information regarding projects being executed in many countries was transmitted to the various offices using e-mail, facsimile, and telephone.

## **Development and Maintenance of an Orientation Manual**

As the EGAT/ENV office experienced growth, it was essential that new staff understand the culture and operations of the internal office and USAID. An Orientation manual was designed to provide new staff with EGAT/ENV's mission to include goals, their relationship with respective partners, and its role within USAID. An overview will be provided to new employee, which includes organizational charts, a list of acronyms and the updated staff telephone list. USAID guidelines in the areas of correspondence and travel will be incorporated. Other procedures will be included as requested.

## **IV. OPERATIONAL PROCEDURES**



**Staff Training**

New employees will be given a copy of the Orientation Manual and a copy of USAID's updated computer training schedule. This schedule is also available on USAID's webpage and a hard copy has been delivered to each staff member currently on-site. Triumph's also provides an educational assistance program. The course must be for credit given by an accredited institution.

**Work Order Request Forms**

The Triumph's staff receives, completes and submits work order request forms as requested by the client. These forms are due every Friday. The forms are reviewed by the Administrative Assistant I/ Project Manager and the requests are documented and filed appropriately.

**Staff Meeting**

The Project Manager holds periodic staff meetings to ensure the quality of the work and staff participation are solid. The staff meetings are used as time to review any outstanding assignments, clear misunderstandings, update personnel on changes within the contract, Triumph's policies and procedures and USAID's progress on the reorganization and other activities. On occasions, the CTO Officer and Triumph's headquarter attends the staff meetings to answer any questions or concerns. Headquarter staff include, but not limited to, Human Resources, Communications, Marketing and the Vice President of Operations.

**Project Managers Meetings**

The Project Manager attends monthly staff meeting with other Triumph project managers, Human Resources, finance, and other. These meeting are chaired by the Vice President of Operations who oversees Triumph contracts.

**Timesheets**

Timesheets are completed daily and are approved by the project manager at the end of the pay period cycle. Submissions are due semi-monthly (15<sup>th</sup> and last day of the month).

## **V. RESULTS/DELIVERABLES**

LIST OF DELIVERABLES	DUE DATE (comments)	DELIVERY DATE	STATUS
Annual Work plan - 2002	60 days of signing contract	Draft May 2002	Completed
Performance Monitoring Plan	TBD		
Biannual Report	TBD		
Client Survey	- Annually, Approx. May 2003		
Orientation Manual	- Draft due 60 days after signing contract.  - CTO will have 10 days to review.  - Final draft due for approval thirty days thereafter.		Draft
New Staff Training	During this period all staff member were knowledgeable of USAID'S policy and procedures.	N/A	N/A
Employee Handbook	Annually or if updated before	May 2002	Completed

- The Annual Work plan: A draft report was delivered to the CTO in May 2002. Comments were made and incorporated as appropriately.
- Performance Monitoring Plan: The Performance Monitoring Plan will be developed and will include the information to be provided as stated in the Statement of Work, Section C, line item C.6 Results/Deliverables in the contract. Specific details to be discussed with CTO and Project Manager.
- Biannual Report: This is the first of series to be delivered to CTO. Due dates will be determined by the CTO.
- Orientation Manual: Due to the reorganization, the orientation manual is in working progress awaiting the official approval of EGAT Bureau. A draft will be delivered to CTO for comments and completion.
- New Staff Training: Upon hiring, all future staff members will attend a USAID security briefing, receive a secret security badge, and orientation, using the manual created under this contract. The Project Manager will also give a guided tour of the building and other necessary offices and bureaus within USAID that will affect the daily operation procedures required.
- Triumph's Employee Handbook: A copy of the handbook was delivered to the CTO, May 2002. A copy will be delivered annually unless an updated version will is produced prior to May 2003.

## **VI. ACCOMPLISHMENTS**

Client Survey

A Client survey was submitted to M/OP in June 2002 with positive feedback. At the end of the first reporting year (April 29) a Client Survey will be distributed to the Offices of EGAT/ESP, AA/EGAT, EGAT/UP, EGAT/NRM and EGAT/EIT.

Awards

Two On-the-Spot Award were given to staff members for the outstanding performance during this period.

Other Training























































Project Manager attended a *Management Training Seminar, June 2002*, held by the Human Resources Office of Triumph Technologies. To ensure the highest quality of professional staff and skills, the one-day seminar helped to facilitate, broaden and review daily contacts with the employees and the client. The seminar reviewed the following areas, policies and procedures, progressive discipline, coaching/counseling, harassment, behavioral interviewing overview, interviewing skills, legal obligations, etc.

Turnover Rate

None

## **VII. BUDGET/LABOR TABLES**

**Table 1**  
**Staff Representation**

2002	Apr (29)	May	Jun	Jul	Aug	Sept.	Oct. (31)
<b>Office of Environment and Science Policy</b> (Formally known as EGAT/ENV)							
<b>Administrative Assistant I (Project Manager)</b>							
<b>Administrative Assistant</b>							
<b>Administrative Assistant</b>							
<b>Office of Energy, Information and Technology</b> (Formally known as EGAT/ENV/EET)							
<b>Administrative Assistant II</b>							
<b>Administrative Assistant</b>							
<b>Office of Natural Resource Management</b> (Formally known as EGAT/ENV/ENR)							
<b>Administrative Assistant</b>							
<b>Administrative Assistant</b>							
<b>Office of Urban Programs</b> (Formally known as EGAT/ENV/UP)							
<b>Administrative Assistant</b>							

Illustrates staff representation during this biannual report and the titles of the offices in USAID/EGAT Bureau that is being directly supported.



**Table 2**  
**Financial Report**

	<b>Total Contract Budget</b>	<b>Cumulative Billed to Date</b> (April 29 - October 31, 2002)	<b>Remaining Balance</b>
<b>Estimated Cost</b>	1,979,638.72	232,179.79	1,747,458.93
<b>Fixed Fee</b>	118,778.32	13,930.78	104,847.54
<b>Total</b>	<b><u>2,098,417.04</u></b>	<b><u>246,110.57</u></b>	<b><u>1,852,306.47</u></b>

The estimated cost for the performance of the work required for the four-year contract.

**Table 3**  
**Financial Report**  
**(Office Expenditures)**

2002	April 29, 2002 – October 31, 2002
EGAT/ESP	
Administrative Assistant I	89,157.03
Administrative Assistant	
Administrative Assistant	
EGAT/EIT	
Administrative Assistant II	64,572.74
Administrative Assistant	
EGAT/NRM	
Administrative Assistant	54,008.04
Administrative Assistant	
EGAT/UP	
Administrative Assistant	38,372.76
Total Office Expenditure to Date	
246,110.57	

Illustration of the breakdown for each office buy-in to date.

**Table 4**  
**Level of Effort by Labor Category**

<b>Position(s)</b>	<b>Contract Hours</b>	<b>Cumulative Hours to Date (4/29/02-10/31/02)</b>	<b>Hours Remaining</b>
<b>Senior Administrative Assistant I</b>	7,680	984	6,696
<b>Senior Administrative Assistant II</b>	7,680	1,024	6,656
<b>Administrative Assistant (6)</b>	46,080	5,614.5	40,465.5
<b>Grand Total Hours</b>	<b><u>61,440</u></b>	<b><u>7,622.5</u></b>	<b><u>53,817.5</u></b>

During the Period of Performance (April 29, 2002 through April 28, 2006), Triumph shall devote 61,440 person-hours level of effort of labor. This effort is organized by labor category listed in Table 4 as specified in the contract, Section F-5, Deliveries of Performance.



## **VIII. ACRONYMS**

**List of Acronyms**

AA/EGAT	Assistant Administrator, Bureau for Economic Growth, Agriculture and Trade
CTO	Cognizant Technical Officer
DAA	Deputy Assistant Administrator
EET	Office of Energy, Environment and Technologies
EGAT	Bureau Economic Growth, Agriculture and Trade
EIT	Office of Energy Information and Technology
ENR	Office of Environment and Natural Resources
ENV	Center for Environment
ESP	Office of Environment and Science Policy
IT	Information Technology
M/AS/TT	Bureau for Management, Office of Administrative Services, Travel and Transportation Division
NRM	Office of Natural Resources Management
OP	Office of Procurement
PPC	Bureau for Policy and Program Coordination
RRB	Ronald Reagan Building
UP	Office of Urban Programs
USAID	U.S. Agency for International Development

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